



**Title:** **Customer Service Rep/Sales (CSR)**  
*Full-time (M-F days)*

**Location:** **Salt Lake branch**

**General:** Do you enjoy helping people and making a difference? Do you enjoy sales? Well, this opportunity in our Salt Lake/Murray branch might just be the right role for you. The Customer Service Rep/Sales (CSR) must be knowledgeable of all equipment and supplies provided by Alpine Home Medical. The CSR/Sales must model a standard of excellence in providing superior customer service both over-the-phone and working with in-store customers. This role is responsible for competently assessing patient/customer needs and providing appropriate solutions including specific product recommendations. Responsible for accurately and efficiently performing all tasks related to the point of sale process in a friendly, professional manner. Knowledge of third party medical reimbursement procedures is important in this role, but not required. This is an hourly position; and eligible for commission.

**Experience/Knowledge/Personality:**

1. Absolutely must have superior customer service skills with the ability to quickly identify customer needs and provide effective solutions using polished people skills.
2. Ability to recommend products and accessories to patients/customers that will best meet their individual medical needs.
3. Ability to function as a polite and cooperative team member with a positive attitude.
4. Must be a self-starter and be able to work effectively with minimal supervision
5. Must have effective computer skills and ability to multi-task.
6. Superior communication skills are required (Oral and written).
7. Attention to detail is critical
8. Ability to effectively handle multiple tasks with numerous interruptions is a must.
9. Must display a "can do" attitude and the ability to "smile" over the phone in all customer interactions.
10. Prior experience in HME industry is a plus; though not required
11. Prior experience with medical insurance providers is also a plus; though not required
12. Bilingual (Spanish/English) is a plus; but not required.

**Responsibilities  
And Duties:**

1. Must be able to recommend and close the sale on products to customers that best meets their medical needs.
2. Professionally assist in-store customers and answer incoming phone calls; accurately assist customers with medical billing questions and/or disputes.
3. Must be able to readily identify customer needs, build and foster positive customer relationships, and provide solutions to customers.
4. Responds appropriately and accurately to customer questions and concerns with superior customer service skills.
5. Performs other duties as deemed appropriate by management.

**Education:**

1. High school diploma or G.E.D. equivalent.

**To Apply:**

Please send resume via e-mail to [hr@alpinehme.com](mailto:hr@alpinehme.com)  
Include in subject line: "**Customer Service Rep/Sales – Salt Lake**"